

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4192	Skillinvest Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	710	294	41
Employer satisfaction	715	248	35

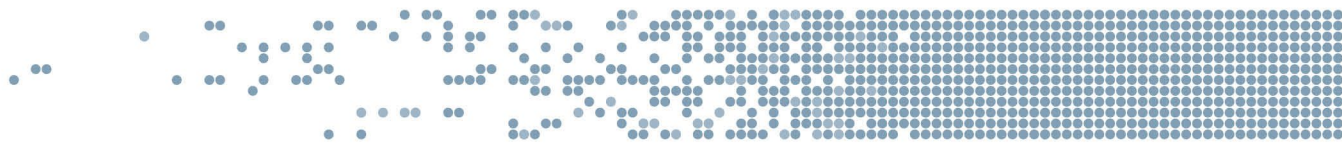
Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

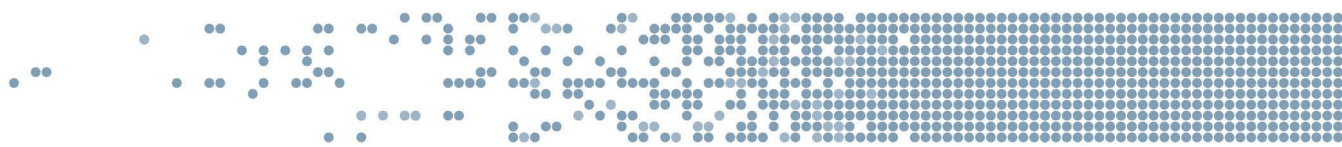
In 2021, 294 students from Skillinvest Limited completed the Student Satisfaction Survey, and 248 employers of Skillinvest's apprentices and/ or trainees have completed the Employer Satisfaction Survey. These survey outcomes capture the learners' and employers' feedback across all training sites of Skillinvest - Dandenong, Horsham and Longerenong.

Of the survey respondents, 149 respondents were completers and 145 were early leavers. Almost 85.4% of the learners were from Cert III, Cert IV and Diploma level qualifications, with the highest cohorts being Cert III and Cert IV. The proportion of students who were satisfied with generic skills and learning experiences increased by 2.5% in comparison to previous year's survey. In addition, the proportion of students who reported a positive perception of the assessment process increased by 3%, including an approximately 2% increase in the proportion of those who reported to have achieved their main reason for training.

Of the 56% proportion of employers who reported improvement in the generic skills of their apprentices and trainees, 76% recorded an improvement in technical and job specific skills of these apprentices, amongst other



areas. This is an encouraging response as employers provided no response to this question in the previous survey.



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

Considering the effects of the pandemic and its aftermath in Victoria, the survey outcomes were in line with Skillinvest's expectations.

Of the students who participated in the survey:

- approx. 89% reported to have achieved their main reason for training
- approx. 86% would recommend the training organisation
- approx. 85% indicated that the trainers understood their learning needs
- approx. 84% were very satisfied and satisfied with the quality of the course materials and content
- approx. 81% reported a positive perception of the assessment process
- and approx. 58% were satisfied with generic skills and learning experiences.

The proportion of employers who reported improvement in the generic skills of their apprentices and trainees was 56% - this is also an encouraging response, as employers provided no response to this question in the previous survey.

Overall, The results received showed a positive trend and were in line with the regular reviews of survey data conducted within our RTO governance meetings.

What does the survey feedback tell you about your organisation's performance?

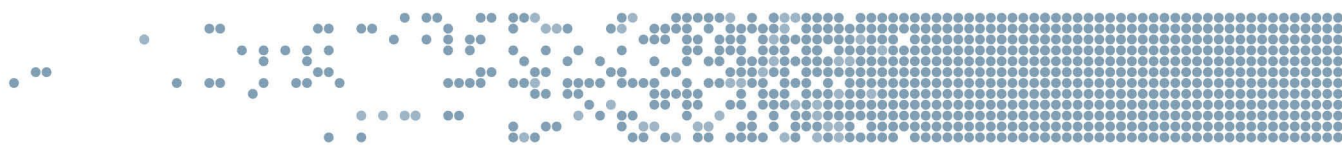
A response record of 86% of learners who would recommend the organisation, is an indication of the positive training experience and outcome that Skillinvest provides across all qualification level. This along with verbal feedback collected during monthly contact and workplace visits, and feedback sessions with learners, provide the basis for the organisation's continuous improvement activities. We also collect feedback from employer through industry consultation process.

Skillinvest develops the training and assessment strategies and resources for all its qualifications, in consultation with relevant industry stakeholders, as well as engaging them in moderation and assessment validation processes.

To provide a holistic learning experience in terms of quality of training and assessment activities, Skillinvest is committed to improve the quality of trainers who are rigorously selected and improve the processes alongside to provide the more meaningful learning experience. Skillinvest Training and delivery team also concentrates heavily on sourcing and supporting professional development opportunities for all staff to ensure currency of knowledge and skills and immersion into new delivery and assessment.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?



Skillinvest is committed to continuous improvement. Feedback and survey data is gathered via numerous mechanisms, including the AQTF Learner Questionnaire, Employer Questionnaire, mid-course surveys, learner feedback sessions and individual feedback.

The learner questionnaire responses provide opportunity to Skillinvest to address the areas suggested for improvement by implementing the continuous improvement plan. Based on the outcomes of the survey and the recent audit from the Department, our Management Action Plan and Continuous Improvement plan has addressed the following, among others:

1. reviewed and updated our existing ILP to capture a holistic picture of student's learning needs
2. developed training and assessment plans with the details of how and when the assessment will be conducted
3. conducted a comprehensive review of all units of competencies to verify and ensure currency
4. scheduled validation of qualifications delivered with trainers, as per ASQA's requirements
5. developed the statement of fees to provide transparency about fees and changes to each individual students.

In addition to the above, reviewing current business processes, supporting professional development of staff and trainers, and continuously working towards improving the delivery of training and services across all qualification levels and training locations are an ongoing part of the organisation's action plan.

How will/do you monitor the effectiveness of these actions?

Skillinvest will continue to monitor the survey data across all areas and identify any opportunity for continuous improvement (where appropriate) to maintain high quality training and ongoing compliance.

All feedback are analysed by the RTO Compliance and Projects Coordinator using the Axcelerate survey tool, and reported quarterly to the Skillinvest RTO leadership team and Admin team to ensure that recommendations for improvement are discussed and actioned. Skillinvest as a wider organisation has a continuous improvement process which allows all team members the opportunity to lodge requests for alterations and improvements. These requests are regularly prioritised and actioned by the RTO Leadership team.